



Employee Requisition Form

Position to Be Filled: Call Center Supervisor

Purpose: : Responsible for guiding Call Center Agents to provide consistent exemplary customer service. Responds to guest inquires and complaints. Aid with the Marketing Department and the Hotel Front Desk.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide exceptional services to guests by ensuring incoming calls are directed correctly in a timely and professional manner.
• Responsible to ensuring the prompt service of hotel reservations.
• Monitor availability of hotel rooms.
• Maintain room blocks for Sales and Entertainment Departments.
• Update daily reports and post results.
• Work closely with hotel management to ensure room rates are properly loaded.
• Ensure all paperwork completed by subordinates is filled out correctly and all incoming calls are properly documented.
• Work closely with Marketing and other departments to promote or upsell special events and programs.
• Investigates complaints regarding call center and takes corrective action.
• Creates work schedule to always ensure adequate staffing to provide the highest quality service.
• Attend staff meetings to discuss company / hotel policies, guest issues and provide feedback on recommendations for improving services and operational efficiency.
• Properly trains team members.
• Monitors associate's performance during their shifts. Providing coaching and counseling when necessary.
• Completes and issues performance reviews.
• Ensure compliance with all Human Resource policies and procedure, promote an environment that treats all people with respect, and prohibits discrimination and harassment of any kind.
• Ensure compliance with all safety, health, and environmental policies, procedures, and regulations within the department.
• AA degree preferred.
• Minimum 6 months Call Center / Dispatch work experience preferred.
• Minimum 1-year Supervisory experience.
• Knowledge of general office equipment such as multi line telephone systems, 10 key calculators, copiers, and facsimiles.
• Strong working knowledge of skills in Microsoft Word, Excel, and the Internet

Reports To: Hotel Operations Manager
Starting Rate of Pay: D.O.E
Approximate Hours: Full-Time
Filling Deadline: Open Until Filled

